

Subject: READ/CELEBRATE: Club Penguin Island Geo-Beta Launch!!!
Date: Thursday, December 15, 2016 at 10:16:27 AM Pacific Standard Time
From: Ross, Katie
To: #DI GX GSR, #DCPI GX Product Services, #DI GE Management and Team Leads, Soto, Tamra, #DI CP Remix Leadership



Hi all,

A big **congratulations** to the production team! After a hugely successful closed beta, Club Penguin Island launches in Australia and New Zealand today!!!

Some feedback from closed beta testers:

Hello Clubpenguin-island team! I'm very impressed with the graphics of the game on the mobile device. The controls are easy and simple and the camera angles are great! I can see you put a lot of work into it which makes me appreciate it even more.

Hello Club Penguin Island Support Team, I would like to just start off the email by thanking you all for asking me to be one of the testers for your new app, Club Penguin Island. Looks great, it almost doesn't even need a Beta Test, it runs very smoothly and easy.

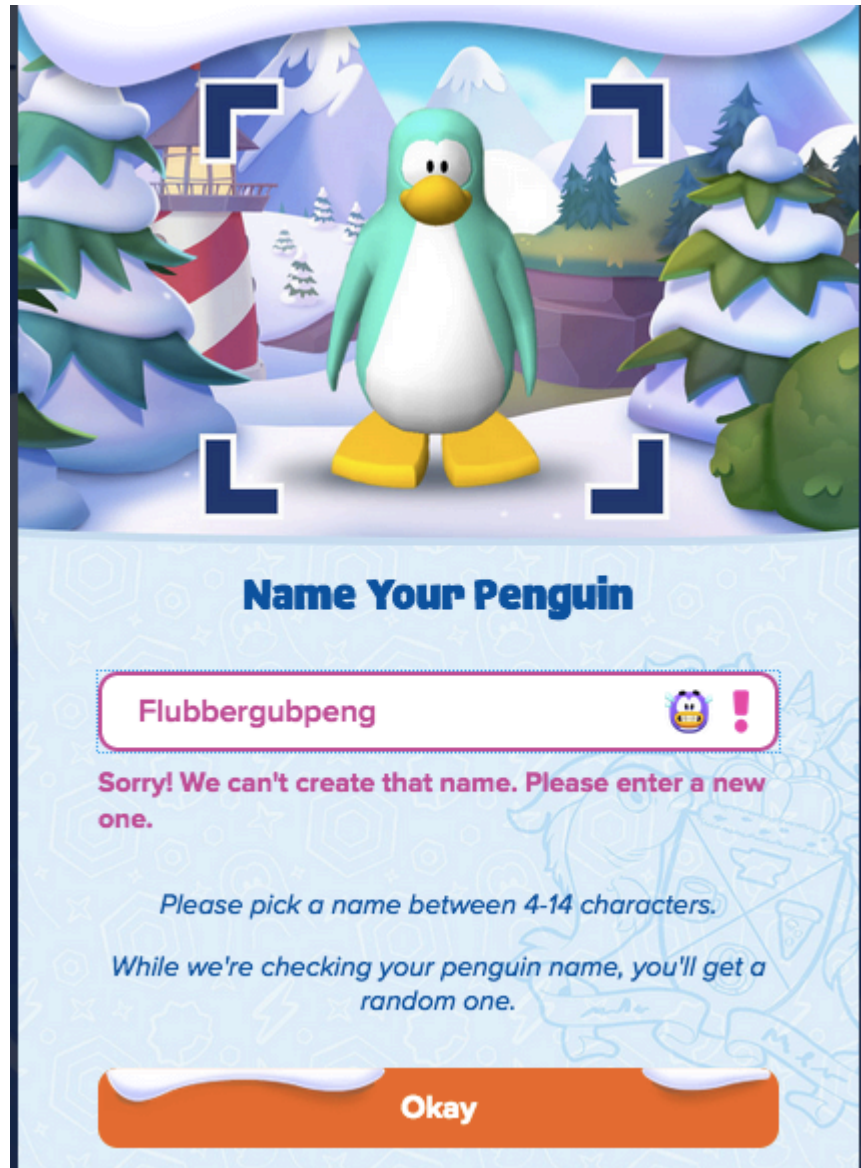
Hey there this is my feedback for Club Penguin island. This is game is AWESOME and I can't express how excited I am for it to be released worldwide and to play with my friends. The tasks are interesting and daily tasks make me want to play the game everyday. The mascot voices also are great too.

GX Support

We expect to see a variety of support contacts come in from those that are still pre-registering, close beta testers and now geo-beta testers... oh yea, and all our usual penguin fans that are fishing for more details!!! Keep tagging and using those articles, the data we are able to provide to the Production team as to why players are contacting us and their feedback has been very helpful and greatly appreciated!

Known Issue(s):

- Display names – there is currently an issue that is blocking seemingly appropriate names that are available. We are currently working on getting this fixed, in the meantime we are able to assist Guests as we do with our pre-registration Guests using CSA Blue
 - Handy article for steps in Blue: [CPI - I can't transfer my Club Penguin name to Island](#)
 - What is looks like to a player: the display name will have a red mark and ask them to choose a different name. The player has to leave/refresh the window to move on. If they do this they will have the CP11111111 display name showing in the top right corner.



Pre-registration:

Nothing will change with our support for these players. We can help get them their preferred penguin name and can also confirm that their penguin was successfully migrated by looking at the Account Profile tab in Axis!

Testflight closed beta testers:

The Testflight build that testers were using is still available for a limited time. What does that mean? If a Guest is still able to access the TestFlight build that is awesome! If they have trouble or when the

build is pulled/TestFlight certificate ends... it's over until the App launch in their region. **insert sad face here**... now for the good news! While we initially thought we would have to wipe their account - levels and none pre-registration items - it looks like we may be able to keep it intact! So when the app does launch in their region they will hit the Island running!

Geo Beta testers:

These Guests will be going through the App store and GooglePlay to download the app and purchase membership. All Guests that purchase a membership will get the 7 day trial before the membership charge is processed on the 8th day. Although the free player experience is limited, players will all get a good sense of the membership experience through the first time user experience (FTUE). We will now see membership questions come in and possibly more game play questions. There are already a number of KB articles for supporting membership questions.

TELL ME MORE!!! contacts:

We always have had a curious audience that wants to know all of the things! Our support is the same, if the information has been released on the Marketing/Pre registration site, in the Blog or in an FAQ on the Help Site, we are ok to talk about it! We are also working on an article to help those keen Android users determine which devices will be compatible, I will keep you posted once this is available.

Let me know if you have any questions and KEEP BEING AWESOME!

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